Student Services Council
Meeting Notes

November 20, 2013
3:00 pm – 4:00 p.m.
Student Services Center, I4-402

ATTENDEES			
	Julie Barnes, Chair	Ericka Higginbotham (Guest)	*Absent*
	Ivonne Alvarez	Jill Jansen	Barbara Plandor
	Ailene Crakes	Leroy Johnson	Danene Brown
	Claudia Cuz-Flores	Suzanne Khambata	Sarah Farmer
	Lynn Dang	Gilda Maldonado	Marichu Magaña
	Nellie Dougherty (Guest)	Trina Larson (Recording Sec)	Monica Romero
	Karla Gutierrez (Guest)	Pedro Olvera	Carol Sampaga
	Ashanti Hands	Susan Topham	Jay Walker

AGENDA ITEM A: One-Minute Positives

COMMENTS	We're doing a lot of positive work supporting students. Thanks to everyone for their contributions and the work you do every day. Our new VPAS starts today!

AGENDA ITEM B: Review of Meeting Notes

COMMENTS	Meeting Notes Reviewed and Approved: • October 16, 2013 • Pending further comment, the notes are approved.

ACTION ITEMS	PERSON(s) RESPONSIBLE	DEADLINE
None		

AGENDA ITEM C: Student Success & Support Program Updates

UPDATES	**SSSP Plan Update:** • Pam has shared with our SSSP Plan with the Chancellor's Cabinet. We have a tentative blessing to move forward with some of the items on the list. Thanks for all of your feedback. • We have approval to hire another counselor using the SSSP funds. • We're working on providing education plan outreach to high schools. • We will be launching our online advising system. • We will be strengthening our FYE program, with the following thoughts in mind – ▪ We want to make sure that our FYE students will have the courses they

	need once they've completed all of the components.
	▪ More broadly, we'll want to consider what the first year experience of all Mesa students will be. Can we take care of the easy fixes now, such as fixes to our website?
	▪ The national FYE conference will be hosted in San Diego in February. We may be able to send a group.
	• We will start working on our mandates. Non-mandated services may also be represented in the plan.
	• A key question will be: Will Instruction have the courses we'll need once our first-year students complete their ed plans?

ACTION ITEMS	PERSON(s) RESPONSIBLE	DEADLINE
None		

AGENDA ITEM D: Institutional Effectiveness Committee Updates

UPDATES	**Program Review Committee (Ashanti):** • Deadline to complete Program Review: December 3rd • Instructions have gone out to lead writers, deans, etc. Support is available for those who have questions. • We are still working on the timeline and access to data. Perhaps if we have data earlier, we could avoid completing our reviews during peak times. In fact, we're getting data quite late. • Feedback: Perhaps we could start the cycle in September rather than October. **Planning and Institutional Effectiveness Committee - PIEC (Ashanti):** • A campus cultural survey is in the works. • We're developing a communication plan that will better enable our Mesa colleagues to access information and interact with committees. • We're preparing for the next phase of Accreditation. Start thinking about who in your areas might like to participate. **Budget and Allocation Recommendation Committee – BARC (Lynn):** • Faculty Hiring Priorities were discussed in October. The outcome is posted on the President's Cabinet site as a link. • IELM money will be included in the allocation process. Jill Baker will be at the next BARC meeting to discuss this. • We'll send the latest rubrics out to SS. • We discussed a BARC training workshop. • The Safety Plan is now online. • Feedback: DSPS had a surprise safety inspection today. What is this about? Also, who updates the pod materials? • Next BARC meeting: December 10. **Learning Assessment Task Force – LAFT (Marichu/Julie):** • Per our last accreditation, we need to accelerate our course-level SLO work. We want to ensure our compliance and then we want to move beyond that.

	We need to empower people with training so the process is easier to work with. This will minimize our focus on compliance and help us move toward connecting with student learning. • We want to capture what we do already. • We want to look at other assessment methods. • We want to receive training to further develop our SLOs and to develop more SLOs if areas are ready to do it.

ACTION ITEMS	PERSON(s) RESPONSIBLE	DEADLINE
None		

AGENDA ITEM E: ERP

UPDATES	**Oracle/People Soft:** • Targeted folks are attending presentations of two prospective data systems. • These are web based. • The potential for staff to query and manipulate data is greater; however, the presenters haven't addressed some of the questions we've asked for directly. • We'd like to know more about how students will interact with these systems. • The mobile app looks good. • Approval for the chosen company will go to the Board in January.

ACTION ITEMS	PERSON(s) RESPONSIBLE	DEADLINE
None		

AGENDA ITEM F: Roundtable

PROGRAM UPDATES	Admissions & Records/Alvarez: Corrected schedules have gone out. We're working with many students who need to fix problems with their social security numbers. SHS/Khambata: We will be setting up comfort tents to help students during finals. We'll also be walking around campus. If you encounter a student in need, please send them to SHS. FA/Maldonado: The loan origination fee has increased. If a student changes their course of study, they lose their subsidized loans (they become unsubsidized loans). The DOE is monitoring these students. We will be sending a simple email to these students indicating that they're being monitored by the DOE and that they may incur penalties. Under SB1456, students who've had two semesters on DQ were to have lost their BOG. That has been postponed to 2016-2017. Student Affairs/Hands: We will be bringing a consultant, Tracy Fried, on board to help us reach out to foster youth and veterans students. She will speak to us at the next MSSC meeting.

ACTION ITEMS	PERSON(s) RESPONSIBLE	DEADLINE
None		

AGENDA ITEM G: SLOs in Student Services: A New Paradigm

UPDATES	Referring to Bloom's Taxonomy and the ACCJC's "Rubric for Evaluating Institutional Effectiveness," MSSC began a more in-depth discussion about Student Services' SLOs (Refer to PowerPoint, "Student Services SLOs: A New Paradigm"). **Closing out 2012-13** • On December 5-6th, Ed will help departments close the loop on our 2012-13 SLOs. We will need to complete this by December 11th. Closing the loop means completing our SLO statements, measures, findings, and actions. • For 2012-13, we must close the loop on at least one SLO. But, does one really give us all the information we need regarding our student learning? **Looking ahead** • In December, we will finalize our SS Plan, department goals, and SLOs for 2013-14. • Remember that the Goals and SLOs you input for Program Review in December will be extracted for the 2014-15 SS Plan. • At the end of Spring/Early Summer, we'll be drawing from the Program Review work we're doing now to develop our SS plan. Then we'll move forward and implement. • We'd like our Program Review to align with Accreditation more directly, so we're automatically addressing things we'll need for the self-evaluation. **SLOs revisited (SLO = target group + a verb [Bloom's Taxonomy] + targeted learning)** • Why are SLOs important? They allow for evidence-based decision-making, they strengthen our capacity for meeting ILOs; they strengthen learning; and they are required by accreditation • Is satisfaction enough? Have satisfied students necessarily learned what they need to learn? The paradigm has shifted from student satisfaction to learning. • We want to create a holistic student experience that includes learning, access, success, satisfaction, and engagement. • SLO assessment is ongoing. Assessment measures include pre- and post-tests, rubrics, surveys, focus groups, data. It doesn't need to be complicated; we just have to make our SLOs measurable and meaningful. • We need to be mindful of ACCJC Rubrics. We may be proficient, but we need evidence to support. • With our assessment needs in mind, we want to create a SS research agenda. • Please invite Julie, Kris Clark, or Ed Helscher to your departments if you need more support.

ACTION ITEMS	PERSON(s) RESPONSIBLE	DEADLINE
None		

Next Meeting: Wednesday, December 12, 2013* (2ⁿᵈ Wed), 2 pm – 4 pm
2012 Calendar: 3ʳᵈ Wednesdays, 2:00-4:00, I4-402 (except as noted*)